

MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC #

082-2016

LETTER TO COMMISSION

TO: Mayor Phillip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: February 29, 2016

SUBJECT: Draft Community Survey Questionnaires and Timeline

The purpose of this Letter to the City Commission is to transmit draft questionnaires for the 2016 Residential and Business Community Satisfaction Surveys. Additionally, the 2016 Community Survey administration timeline is provided for your review.

In 2005, the City formalized the performance-based approach for allocating resources based both on the City's Strategic Plan priorities and on supporting department work plans based on the City's Excellence Model. The City's Excellence Model is a strategic measurement-based model for continuous improvement. It is driven by the City's Vision, with priorities established at the strategic level based on customer input and environmental scan information.

A key component of this process is the Community Satisfaction Survey. The first sets of community surveys were conducted in 2005 and 2007. These were followed by focus groups in 2006 and 2008 to get more in-depth information on issues identified through the surveys. Additional surveys were conducted in 2009, 2012, and 2014.

At the December 9, 2015 Commission meeting, the Commission approved the selection of ETC Institute (ETC) to conduct the 2016 surveys. ETC collaborated with the City to review previous survey questions and compared our questions to neighboring municipalities for benchmarking and trend analysis capabilities. Additionally, all departments and executive staff have had a chance for review and input to ensure both surveys align with our strategic goals. Accordingly, attached for your review, are drafts of the Residential and Business survey questionnaires, along with the anticipated timeline for implementation.

The overall lengths of the 2016 drafts are 125 questions for the Residential Survey and 104 questions for the Business Survey. Additional questions have been added this year regarding resiliency and sustainability. The anticipated administration time for each survey is approximately 15 – 20 minutes.

Results from the 2016 survey will be presented at the Commission Retreat that will be scheduled in May. Historical survey questions and results, from 2005 – 2014, can be found on our website at <http://miamibeachfl.gov/excellence/scroll.aspx?id=18256>.

JLM/JW/RS/KEG



Project Schedule

March 1-10

ETC Institute revises the surveys based on input from the City

ETC Institute conducts a pilot test of the two surveys

ETC Institute builds websites for each survey

City approves the websites and final survey instruments

Surveys printed

March 18-April 20

Surveys are administered (mail, phone, and e-mail/Internet)

April 20-30

Draft report submitted

May

Final report delivered

On-site presentation

City of Miami Beach 2016 Business Survey (Draft #5)

Please take few minutes to complete this important survey. Your input will help the City of Miami Beach serve the needs of businesses better. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at www.MBSurvey.org.
THANK YOU!

- 1. Satisfaction with City Services.** City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number to the right that corresponds to your rating.

Please rate the following city services:		Excellent	Good	Fair	Poor	Don't Know
1.	Cleanliness of streets near your business	4	3	2	1	9
2.	Cleanliness of streets in business/commercial areas	4	3	2	1	9
3.	Cleanliness of canals/waterways	4	3	2	1	9
4.	Condition of sidewalks (few or no cracks)	4	3	2	1	9
5.	Appearance and maintenance of the City's public buildings	4	3	2	1	9
6.	Overall quality of the beaches (cleanliness & water quality)	4	3	2	1	9
7.	Maintenance of parks (e.g., cleanliness, landscape maintenance)	4	3	2	1	9
8.	Landscape maintenance in right of way of city streets/public areas	4	3	2	1	9
9.	Garbage/trash collection	4	3	2	1	9
10.	The job the City is doing to address homelessness	4	3	2	1	9
11.	Police services	4	3	2	1	9
12.	Emergency medical services	4	3	2	1	9
13.	Fire services	4	3	2	1	9
14.	Ocean rescue/lifeguard/beach patrol services	4	3	2	1	9
15.	City's emergency/hurricane preparedness efforts	4	3	2	1	9
16.	City's efforts to manage stormwater drainage and flooding	4	3	2	1	9
17.	Condition of City roads in Miami Beach (street repair maintenance and smoothness)	4	3	2	1	9
18.	Overall quality of customer service provided by the city	4	3	2	1	9
19.	City efforts to keep businesses informed	4	3	2	1	9

- 2. Which FIVE of the city services listed above do you think are most important for the City to provide?**
[Write in the numbers below using the numbers from the list in Question 1 above].

1st. _____ 2nd. _____ 3rd. _____ 4th. _____ 5th. _____

- 3. During the past 12 months, how many times has your establishment been inspected? (e.g. for site Plans, License, solicitation, signage, sanitation, property maintenance, zoning, noise, etc.)**

_____ times (if 0, go to #4)

- 3a [If #3 is more than "0"] How satisfied are you with the consistency and fairness of City inspections?**

____(1) Very satisfied

____(4) Dissatisfied

____(2) Satisfied

____(5) Very dissatisfied

____(3) Neither satisfied nor dissatisfied

____(9) Don't know/unsure

4. PLANNING DEPARTMENT. During the past 3 years how many times have you contacted or had any direct experience with the Miami Beach Planning Department?

_____ times (if 0, go to #5)

4a. [If you have interacted with the Planning Department during the past 3 years] Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your experience interacting with the Planning Department over the past three years.

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	It was easy to get a hold of someone who could help you in the Planning Department	5	4	3	2	1	9
2.	The employees who assisted me were courteous and professional	5	4	3	2	1	9
3.	Planning Department employees have had the proper training	5	4	3	2	1	9
4.	Planning Department employees possess the proper knowledge	5	4	3	2	1	9
5.	The overall experience I had with the City Planning Department was good	5	4	3	2	1	9
6.	The inspections by the Planning Department are consistent from one inspection to the next	5	4	3	2	1	9
7.	The inspections by the Planning Department are fair	5	4	3	2	1	9
8.	The Planning Department is open and interested in hearing the concerns or issues of businesses	5	4	3	2	1	9

5. BUILDING DEPARTMENT. During the past 3 years how many times have you contacted or had any direct experience with the Miami Beach Building Department?

_____ times (if 0, go to #6)

5a. [If you have interacted with the Building Department during the past 3 years] Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your experience interacting with the Building Department over the past three years.

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	It was easy to get a hold of someone who could help you in the Building Department	5	4	3	2	1	9
2.	I was served in a timely manner	5	4	3	2	1	9
3.	I am satisfied with the level of service I received during my last permit application process with the Building Department	5	4	3	2	1	9
4.	The employees who assisted me were courteous and professional	5	4	3	2	1	9
5.	Building department employees have had the proper training	5	4	3	2	1	9
6.	Building department employees possess the proper knowledge	5	4	3	2	1	9
7.	The overall experience I had with the City Building Department was good	5	4	3	2	1	9
8.	The inspections by the Building Department are consistent from one inspection to the next	5	4	3	2	1	9
9.	The inspections by the Building Department are fair	5	4	3	2	1	9
10.	The Building Department is open and interested in hearing the concerns or issues of businesses	5	4	3	2	1	9

6. FIRE DEPARTMENT. During the past 3 years how many times have you contacted or had any direct experience with the Miami Beach Fire Department?

_____ times (if 0, go to #7)

6a. [If you have interacted with the Fire Department during the past 3 years] Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your experience interacting with the Fire Department over the past three years.

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	It was easy to get a hold of someone who could help you in the Fire department	5	4	3	2	1	9
2.	The employees who assisted me were courteous and professional	5	4	3	2	1	9
3.	Fire department employees have had the proper training	5	4	3	2	1	9
4.	Fire department employees possess the proper knowledge	5	4	3	2	1	9
5.	The overall experience I had with the City Fire Department was good	5	4	3	2	1	9
6.	The inspections by the Fire Department are consistent from one inspection to the next	5	4	3	2	1	9
7.	The inspections by the Fire department are fair	5	4	3	2	1	9
8.	The Fire Department is open and interested in hearing the concerns or issues of businesses	5	4	3	2	1	9

7. CULTURE AND TOURISM NEEDS. Please indicate how you feel about the number of following amenities in the City of Miami Beach by circling the corresponding number below:

How do you feel about the number of the following in Miami Beach:		Way Too Many	Too Many	About Right	Too Few	Way Too Few	Don't Know
1.	Museums	5	4	3	2	1	9
2.	Cultural activities (such as art shows, film festivals, musicals, and live performances)	5	4	3	2	1	9
3.	Family friendly activities (such as movies in the park, music in the park, etc.)	5	4	3	2	1	9
4.	Major events (such as boat/home/auto shows, 4th of July celebrations, expositions, food and wine festivals, etc.)	5	4	3	2	1	9
5.	Restaurants	5	4	3	2	1	9
6.	Bars and nightclubs	5	4	3	2	1	9

8. Do you think the Miami Beach Convention Center adds to the success of your business?

____(1) Yes ____ (2) No ____ (9) Don't know

9. Do you think the tourism industry in Miami Beach adds to the success of your business?

____(1) Yes ____ (2) No ____ (9) Don't know

10. FEELING OF SAFETY. Please rate how safe you and your employees feel in the following areas of Miami Beach using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe."

How Safe do you feel:		Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	Don't Know
1.	In and around your place of business during the daytime?	5	4	3	2	1	9
2.	In and around your place of business during the evening/night?	5	4	3	2	1	9

11. STREET LIGHTING. Do you think the amount of street lighting near your business is:

____(1) Too much/too bright
 ____ (2) About right

____(3) Too little/too dark
 ____ (4) Don't know

12. PERCEPTIONS OF THE CITY. Please rate your satisfaction with each of the following using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Value you receive for the City taxes your business pays	5	4	3	2	1	9
2.	The overall quality of services provide by the City of Miami Beach	5	4	3	2	1	9
3.	The City meeting your expectations with the services provided	5	4	3	2	1	9
4.	City efforts to be a "green" or sustainable city	5	4	3	2	1	9
5.	Stormwater Drainage	5	4	3	2	1	9
6.	City regulation of residential development	5	4	3	2	1	9
7.	City regulation of commercial development	5	4	3	2	1	9

13. Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your experience interacting with the Fire Department over the past three years.

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Sustainability and Resiliency are important to my business	5	4	3	2	1	9
2.	I am informed about local climate change issues	5	4	3	2	1	9
3.	I have observed coastal water level increases	5	4	3	2	1	9
4.	I have observed increased flooding	5	4	3	2	1	9
5.	I have observed increase water temperatures	5	4	3	2	1	9
6.	I have taken steps to make my business more energy efficient	5	4	3	2	1	9
7.	I have taken steps to make my business more water efficient	5	4	3	2	1	9

14. CODE ENFORCEMENT. Do you think the level of code enforcement and ordinance established by the City of Miami Beach near your business is:

____(1) Too much/too restrictive
 ____ (2) About right

____(3) Too little/not restrictive enough
 ____ (4) Don't know

15. Do you support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

____(1) Support ____ (2) Oppose ____ (3) Don't know

16. Do you think historic preservation efforts in the City of Miami Beach have been:

____(1) Very effective
 ____ (2) Somewhat effective
 ____ (3) Neither effective nor ineffective

____(4) Somewhat ineffective
 ____ (5) Very ineffective
 ____ (6) Don't know/unsure

17. **PUBLIC TRANSIT.** Over the past 12 months, how would you rate the overall effectiveness of the public transit system that serves the City of Miami Beach?
- ☐ (4) Excellent
 ☐ (1) Poor
☐ (3) Good
 ☐ (9) Don't know
☐ (2) Fair
18. Over the past 12 months, how would you rate effectiveness of the public transit in bringing employees to your business?
- ☐ (4) Excellent
 ☐ (1) Poor
☐ (3) Good
 ☐ (9) Don't know
☐ (2) Fair
19. Which of the following has your business done to provide additional transit options for your employees (Check all that apply)?
- ☐ (1) Provide free or subsidized parking spots
 ☐ (4) Other _____
☐ (2) Encourage public transit use
 ☐ (5) None at this time
☐ (3) Coordinate carpool(s)
20. Which of the following best described the availability of public and private parking for your customers?
- ☐ (1) There are almost always parking places nearby
☐ (2) There are often parking spaces nearby
☐ (3) There are seldom parking places nearby
☐ (4) There are almost never parking places nearby
☐ (9) Don't know
21. **COMMUNICATION.** Which source do you utilize to obtain information about city government, issues, and events? (check all that apply):
- ☐ (1) MB Magazine
☐ (2) MBTV (City's TV Government channel)
☐ (3) Twitter
☐ (4) Facebook
☐ (5) City Website (www.miamibeachfl.gov)
☐ (6) City e-mail news
☐ (7) Radio 1670am
☐ (8) Forums/workshops/meetings
☐ (9) City's egov app
☐ (10) Other news media _____
☐ (11) Via HOA's or other civic groups _____
22. How useful is the information that the City of Miami Beach sends to you about city programs, activities, policies and events?
- ☐ (1) Very useful
 ☐ (2) Somewhat useful
 ☐ (3) Not useful at all
 ☐ (9) Don't know
23. **POLICE COMMUNICATION.** In the past 6 months please indicate if you have accessed any of the Police Department's social media platforms:
- ☐ (1) Twitter
 ☐ (3) Have not accessed
☐ (2) Facebook
- 23a. [If Q#24 indicates (1) or (2)] How useful is the information the City of Miami Beach Police Department's social media platform(s) provide?
- ☐ (1) Very useful
 ☐ (2) Somewhat useful
 ☐ (3) Not useful at all
 ☐ (9) Don't know

24. Please rate your satisfaction with each of the following using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	MB Magazine	5	4	3	2	1	9
2.	MBTV (City's government channel)	5	4	3	2	1	9
3.	Social Media engagement (Twitter, Facebook)	5	4	3	2	1	9
4.	Website	5	4	3	2	1	9
5.	E-mail news	5	4	3	2	1	9
6.	E-gov app	5	4	3	2	1	9

25. **CUSTOMER SERVICE.** During the last 12 months, how many times have you personally contacted, either by phone, in-person or electronically the city of Miami Beach government with a question, service request or complaint?

_____ times

26. [If Q#26 is more than "0 times"] What was the reason for your most recent contact?

____(1) Pay a bill

____(5) Attend a program/event

____(2) Visit an elected official

____(6) File a complaint

____(3) Research an issue

____(7) Other: _____

____(4) Pull a building permit/plan review

____(8) Don't remember

26. **CITY INTERACTION WITH RESIDENTS.** Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your most recent interaction with City employees.

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The city of Miami Beach government is open and interested in hearing the concerns or issues of residents	5	4	3	2	1	9
2.	It is easy to get a hold of someone at the City who can help you	5	4	3	2	1	9
3.	City employees are courteous and professional	5	4	3	2	1	9
4.	City employees have had the proper training	5	4	3	2	1	9
5.	City employees possess the proper knowledge	5	4	3	2	1	9
6.	During my most recent contact with the City, I found the process to be user-friendly and easy to understand	5	4	3	2	1	9
7.	During my most recent contact with the City, the requests made by my business were processed in a timely manner	5	4	3	2	1	9
8.	During my most recent contact with the City, overall I was satisfied with the experience I had contacting the City	5	4	3	2	1	9

27. What is the primary reason your business originally decided to locate in Miami Beach?

28. Compared to all you know or have heard about operating a business in other cities, how would you rate Miami Beach as a place to run a business?

____(1) Better ____ (2) About the Same ____ (3) Worse ____ (9) Don't Know

29. Compared to previous years, how you would currently rate the City of Miami Beach as a place to do business?

____(1) Gotten Better ____ (2) About the Same ____ (3) Gotten Worse ____ (9) Don't Know

30. Think for a moment about whether you would recommend the City of Miami Beach to others as a place to run a business. Would you:

- ☐ (1) Definitely recommend
☐ (2) Probably recommend
☐ (3) Probably not recommend

- ☐ (4) Definitely not recommend
☐ (5) Don't know

31. What do you think will be the most important challenge for your business in Miami Beach over the next several years?

32. What is ONE thing the City of Miami Beach could do to help your business succeed?

D1. **DEMOGRAPHICS** Are you an owner or manager at your business?

- ☐ (1) Yes ☐ (2) No: what is your role? _____

D2. How long has your business been in the city of Miami Beach? _____ years

D3. Approximately how many full-time employees does your business currently have? _____ employees

D4. Approximately how many part-time employees does your business currently have? _____ employees

D5. On average, what is the annual gross sales/revenue of your business? \$_____ per year

D6. How many locations do you have inside the City of Miami Beach? _____ locations

D7. How many locations do you have outside the City of Miami Beach? _____ locations

D8. What type of business is your establishment?

- | | |
|---|---|
| <input type="checkbox"/> (01) Manufacturing | <input type="checkbox"/> (07) Health care/medical/social services |
| <input type="checkbox"/> (02) Finance/insurance | <input type="checkbox"/> (08) Transportation/warehousing |
| <input type="checkbox"/> (03) Administrative and support services | <input type="checkbox"/> (09) Professional, scientific/technical services |
| <input type="checkbox"/> (04) Wholesaler/distributor | <input type="checkbox"/> (10) Real estate and rental and leasing |
| <input type="checkbox"/> (05) Retail trade | <input type="checkbox"/> (99) Other: _____ |
| <input type="checkbox"/> (06) Accommodation and food services | |

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential.
The information printed to the right will ONLY be used
to help identify which areas of the City are having
problems with city services. If your address is not correct,
please provide the correct information. Thank you.

City of Miami Beach 2016 Resident Survey (Draft #7)

Please have the adult (age 18 or older) in your household, who most recently had a birthday, complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to ensure the opinions of your household are represented. Your input is an important part of the City's effort to improve City services. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at www.miamibeachsurvey.org.

1. Satisfaction with City Services. City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number to the right that corresponds to your rating.

Please rate the following City services:		Excellent	Good	Fair	Poor	Don't Know
1.	Cleanliness of streets in your neighborhood	4	3	2	1	9
2.	Cleanliness of streets in business/commercial areas	4	3	2	1	9
3.	Cleanliness of canals/waterways	4	3	2	1	9
4.	Cleanliness and maintenance of public garages	4	3	2	1	9
5.	Cleanliness and maintenance of public restrooms	4	3	2	1	9
6.	Cleanliness and maintenance of public beach restrooms	4	3	2	1	9
7.	Condition of sidewalks (few or no cracks)	4	3	2	1	9
8.	Adequacy of street lighting in your neighborhood (sufficient, functioning lights)	4	3	2	1	9
9.	Appearance and maintenance of the City's public buildings	4	3	2	1	9
10.	Overall quality of the beaches (cleanliness & water quality)	4	3	2	1	9
11.	Quality of City recreation programs	4	3	2	1	9
12.	Amount of City recreation programs	4	3	2	1	9
13.	Variety of City recreation programs	4	3	2	1	9
14.	Quality of City recreational facilities	4	3	2	1	9
15.	Appearance of playgrounds	4	3	2	1	9
16.	Maintenance of rights of way along City streets/public areas	4	3	2	1	9
17.	Garbage/trash collection	4	3	2	1	9
18.	The job the City is doing to address homelessness	4	3	2	1	9
19.	Appearance of City pools	4	3	2	1	9
20.	Condition of City athletic fields	4	3	2	1	9
21.	How easy it is to get information about City Services	4	3	2	1	9
22.	Quality of Police services	4	3	2	1	9
23.	Availability of Police in your neighborhood	4	3	2	1	9
24.	Quality of Emergency Medical Services	4	3	2	1	9
25.	Quality of Fire services	4	3	2	1	9
26.	Quality of Ocean Rescue/Lifeguard/Beach Patrol services	4	3	2	1	9
27.	Quality of City's Emergency/Hurricane Preparedness efforts	4	3	2	1	9
27.	Enforcement of codes & ordinances related to the clean-up of litter and debris on private property	4	3	2	1	9
28.	City's efforts to manage stormwater drainage and flooding	4	3	2	1	9
29.	City's performance in addressing the needs of residents, noise, and disturbances during events that attract large crowds to Miami Beach	4	3	2	1	9
30.	Overall quality of customer service provided by the City	4	3	2	1	9
31.	City meeting your expectations with the services provided	4	3	2	1	9

2. Which FIVE of the City services listed in Question 1 above do you think are most important for the City to provide? [Write in the numbers below using the numbers from the list in Question 1 above].

1st. _____ 2nd. _____ 3rd. _____ 4th. _____ 5th. _____

3. CULTURE AND TOURISM USAGE. Please indicate how often you use or visit the following areas or facilities in the City of Miami Beach by circling the corresponding number below:

<i>How frequently do you visit:</i>		More than once per week	About once per week	2-3 times per month	Once per month	Less than once per month	Never
Places in Miami Beach							
1.	Ocean Drive	5	4	3	2	1	9
2.	Lincoln Road	5	4	3	2	1	9
3.	Washington Avenue	5	4	3	2	1	9
4.	71st Street	5	4	3	2	1	9
5.	41st Street	5	4	3	2	1	9
6.	Collins Avenue	5	4	3	2	1	9
7.	Ocean Terrace	5	4	3	2	1	9
8.	South of 5th Street	5	4	3	2	1	9
9.	Sunset Harbor	5	4	3	2	1	9
10.	Collins between 72nd - 75th	5	4	3	2	1	9
11.	Alton Road between 6th - 17th	5	4	3	2	1	9
Facilities in Miami Beach							
12.	The Bass Museum of Art	5	4	3	2	1	9
13.	Byron Carlye Theater	5	4	3	2	1	9
14.	The Fillmore at the Jackie Gleason Theater	5	4	3	2	1	9
15.	The Colony Theater	5	4	3	2	1	9
16.	The Miami Beach Convention Center	5	4	3	2	1	9
17.	North Shore Band Shell	5	4	3	2	1	9

4. CULTURE AND TOURISM NEEDS. Please indicate how you feel about the number of the following amenities in the City of Miami Beach by circling the corresponding number below:

<i>How do you feel about the number of the following in Miami Beach:</i>		Way Too Many	Too Many	About Right	Too Few	Way Too Few	Don't Know
1.	Museums	5	4	3	2	1	9
2.	Cultural activities (such as art shows, film festivals, musicals, and live performances)	5	4	3	2	1	9
3.	Family friendly activities (such as movies in the park, music in the park, etc.)	5	4	3	2	1	9
4.	Major events (such as boat/home/auto shows, 4th of July celebrations, expositions, food and wine festivals, etc.)	5	4	3	2	1	9
5.	Restaurants	5	4	3	2	1	9
6.	Bars and nightclubs	5	4	3	2	1	9

5. FEELING OF SAFETY. Please rate how safe you feel in the following areas of Miami Beach using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe."

<i>How Safe do you feel:</i>		Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day?	5	4	3	2	1	9
2.	In your neighborhood during the evening/night?	5	4	3	2	1	9
3.	In business/commercial areas of the City during the evening/night?	5	4	3	2	1	9
4.	In City parks that currently have Park Rangers during park hours (Flamingo, North Shore Open Space, South Shore Park)	5	4	3	2	1	9
5.	In entertainment areas	5	4	3	2	1	9
6.	During special events	5	4	3	2	1	9

6. Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree."

Please rate your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the amount of tree canopy coverage	5	4	3	2	1	9
2.	I would like to see more trees in my neighborhood	5	4	3	2	1	9
3.	Recycling, yard waste and other waste diversion programs have reduced the amount of garbage I place in my trash can	5	4	3	2	1	9
4.	I am informed about local climate change issues	5	4	3	2	1	9
5.	I have observed coastal water level increases	5	4	3	2	1	9
6.	I have observed increased flooding	5	4	3	2	1	9
7.	I have observed increased weather temperatures	5	4	3	2	1	9
8.	I have taken steps to make my house more energy efficient	5	4	3	2	1	9
9.	I have taken steps to make my house more water efficient	5	4	3	2	1	9
10.	My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster	5	4	3	2	1	9
11.	I know where to get information during an emergency	5	4	3	2	1	9
12.	It's easy to obtain permits for sustainable construction (materials, renewable energy, energy & water efficiency) in my neighborhood	5	4	3	2	1	9

7. PERCEPTIONS OF THE CITY. Please rate your satisfaction with each of the following using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall image of the City	5	4	3	2	1	9
2.	City efforts to plan for growth	5	4	3	2	1	9
3.	City regulation of residential development	5	4	3	2	1	9
4.	City regulation of commercial development	5	4	3	2	1	9
5.	City efforts to prepare for the future	5	4	3	2	1	9
6.	City efforts to prepare for disasters	5	4	3	2	1	9
7.	City efforts to prevent crime	5	4	3	2	1	9
8.	Miami Beach trolley	5	4	3	2	1	9
9.	Storm Drainage improvements	5	4	3	2	1	9
10.	Value you receive for the City taxes you pay	5	4	3	2	1	9
11.	Quality of local schools within Miami Beach	5	4	3	2	1	9
12.	Quality of life within the City of Miami Beach	5	4	3	2	1	9
13.	The City of Miami Beach as a place to live	5	4	3	2	1	9
14.	Capital improvement projects that have recently been completed by the City of Miami Beach (such as: Sunset Harbor Garage, surface parking lot at 10th St., and Washington Ave., and the Center Neighborhoods Rights of way project)	5	4	3	2	1	9
15.	City efforts to be a "green" or sustainable city	5	4	3	2	1	9
16.	Availability of green space near your home	5	4	3	2	1	9
17.	Availability of recycling in public places	5	4	3	2	1	9
18.	Professionalism of City employees who respond to emergencies	5	4	3	2	1	9

7a. If you are dissatisfied with LOCAL SCHOOLS (Q7, #11), why are you dissatisfied?

- 7b. If you are dissatisfied with MIAMI BEACH TROLLEY (Q7, #8), why are you dissatisfied? Please indicate which factors you are dissatisfied with (check all that apply):
- ☐ (1) Stop Amenities (bus bench, shelter, signage, trash receptacle, etc.)
 - ☐ (2) Reliability
 - ☐ (3) Cleanliness
 - ☐ (4) Maintenance
 - ☐ (5) Customer Service
 - ☐ (6) Other _____

8. Of the following capital improvement project types, which three would you select as the most important?

- ☐ (1) More walkable and bikeable streets, greenways, and paths
- ☐ (2) Park improvements, for example neighborhood parks
- ☐ (3) Water and sewer system improvements
- ☐ (4) Roadways pavement improvements
- ☐ (5) Bridge improvements
- ☐ (6) City facility improvements
- ☐ (7) Stormwater and drainage improvements
- ☐ (8) Waterway dredging

9. Do you support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

- ☐ (1) Support
- ☐ (2) Oppose
- ☐ (3) Don't know

10. **CODE ENFORCEMENT.** Do you think the level of code enforcement and ordinance established by the City of Miami Beach in your neighborhood is:

- ☐ (1) Too much/too restrictive
- ☐ (2) About right
- ☐ (3) Too little/not restrictive enough
- ☐ (4) Don't know

10a. If you think the level of code enforcement is "too much" or "too little", why do you feel that way?

11. Do you think the amount of noise in your neighborhood is:

- ☐ (1) Way too much
- ☐ (2) A bit too much
- ☐ (3) Acceptable/not a problem
- ☐ (4) Don't know

11a. If you think the level of noise is "way too much" or "a bit too much", why do you feel that way?

12. Can you think of any locations in Miami Beach that need improvements related to litter clean-up, graffiti removal, better code enforcement, homelessness, or anything else? If so, please write the location and the improvement that is needed for up to three locations in the spaces provided below.

Location 1 and Reason: _____

Location 2 and Reason: _____

Location 3 and Reason: _____

13. Do you think historic preservation efforts in the City of Miami Beach have been:

- | | |
|--|---|
| <input type="checkbox"/> (1) Very effective | <input type="checkbox"/> (4) Somewhat ineffective |
| <input type="checkbox"/> (2) Somewhat effective | <input type="checkbox"/> (5) Very ineffective |
| <input type="checkbox"/> (3) Neither effective nor ineffective | <input type="checkbox"/> (6) Don't know/unsure |

14. TRANSPORTATION. Which of the following is your PRIMARY mode of transportation in Miami Beach?

- | | |
|---|--|
| <input type="checkbox"/> (1) Car/Automobile | <input type="checkbox"/> (4) Public transportation |
| <input type="checkbox"/> (2) Walking | <input type="checkbox"/> (5) Motorcycle/scooter |
| <input type="checkbox"/> (3) Biking | <input type="checkbox"/> (6) Other: _____ |

15. Do you think the availability of parking in the City of Miami Beach is:

- ☐ (1) Too little ☐ (2) About right ☐ (3) Too much ☐ (9) Don't know

16. How would you rate traffic flow in the City of Miami Beach?

- ☐ (1) Excellent ☐ (2) Good ☐ (3) Fair ☐ (4) Poor ☐ (9) Don't know

17. Which of the following types of transportation would you consider using as an alternative to taking a car? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> (1) Local bus circulators | <input type="checkbox"/> (5) Light Rail/Modern Street Car |
| <input type="checkbox"/> (2) Trolley car | <input type="checkbox"/> (6) Other: _____ |
| <input type="checkbox"/> (3) Express bus to the mainland | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (4) Bicycles | |

17a. Does anyone in your household regularly ride a bicycle? ☐ (1) Yes ☐ (2) No

17b. Rate the level of bicycle safety in the City of Miami Beach:

- | | |
|--|--|
| <input type="checkbox"/> (1) Very Safe | <input type="checkbox"/> (4) Very Unsafe |
| <input type="checkbox"/> (2) Safe | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) Unsafe | |

18. How would you describe the availability of bicycle paths/lanes throughout the City of Miami Beach? Would you say:

- ☐ (1) There are too many ☐ (2) The number is about right ☐ (3) There are too few ☐ (9) Don't know

19. Would you be willing to have the City significantly reduce the number of on-street parking spaces on main streets in Miami Beach to support the development of the following: (check all that you would support)

- | | |
|---|---|
| <input type="checkbox"/> (1) Bike lanes | <input type="checkbox"/> (6) More lanes for vehicle (cars) |
| <input type="checkbox"/> (2) Bus lanes | <input type="checkbox"/> (7) Rapid transit or express train |
| <input type="checkbox"/> (3) Trolley cars | <input type="checkbox"/> (8) None of these |
| <input type="checkbox"/> (4) Wider sidewalks | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (5) More shade trees/landscaping | |

20. COMMUNICATION. Which source do you utilize to obtain information about City government, issues, and events? (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> (1) MB Magazine | <input type="checkbox"/> (7) Radio 1670am |
| <input type="checkbox"/> (2) MBTV (City's TV Government channel) | <input type="checkbox"/> (8) Forums/workshops/meetings |
| <input type="checkbox"/> (3) Twitter | <input type="checkbox"/> (9) City's egov app |
| <input type="checkbox"/> (4) Facebook | <input type="checkbox"/> (10) Other news media: _____ |
| <input type="checkbox"/> (5) City Website (www.miamibeachfl.gov) | <input type="checkbox"/> (11) Via HOA's or other civic groups: _____ |
| <input type="checkbox"/> (6) City e-mail news | |

21. How useful is the information that the City of Miami Beach sends to you about City programs, activities, policies and events?

- ☐ (1) Very useful ☐ (2) Somewhat useful ☐ (3) Not useful at all ☐ (9) Don't know

22. POLICE COMMUNICATION. In the past 6 months please indicate if you have accessed any of the Police Department's social media platforms:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> (1) Twitter | <input type="checkbox"/> (3) Have not accessed |
| <input type="checkbox"/> (2) Facebook | |

22a. [If Q#23 indicates (1) or (2)] How useful is the information the City of Miami Beach Police Department's social media platform(s) provide?

___(1) Very useful ___(2) Somewhat useful ___(3) Not useful at all ___(9) Don't know

23. Please rate your satisfaction with each of the following using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	MB Magazine	5	4	3	2	1	9
2.	MBTV (City's government channel)	5	4	3	2	1	9
3.	Social Media engagement (Twitter, Facebook)	5	4	3	2	1	9
4.	Website	5	4	3	2	1	9
5.	E-mail news	5	4	3	2	1	9
6.	E-gov app	5	4	3	2	1	9

24. CUSTOMER SERVICE. During the last 12 months, how many times have you personally contacted, either by phone, in-person or electronically the City of Miami Beach government with a question, service request or complaint? _____ times

25. [If Q#25 is more than "0 times"] What was the reason for your most recent contact?

- | | |
|---|-------------------------------|
| ___(1) Pay a bill | ___(5) Attend a program/event |
| ___(2) Visit an elected official | ___(6) File a complaint |
| ___(3) Research an issue | ___(7) Other: _____ |
| ___(4) Pull a building permit/plan review | ___(8) Don't remember |

26. If you needed to contact the City, which of the following methods would you likely use first?

- | | |
|-----------------------------------|---|
| ___(1) Phone | ___(5) Social media |
| ___(2) Send e-mail | ___(6) Visit City Hall or a department office |
| ___(3) Contact a commissioner | ___(7) Other: _____ |
| ___(4) Attend a community meeting | ___(8) Don't know |

27. Please rate your agreement with the following statements using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree" based on your most recent interaction with City employees. If you have not interacted with City employees, select "don't know".

<i>Please rate your level of agreement with the following statements:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City of Miami Beach government is open and interested in hearing the concerns or issues of residents	5	4	3	2	1	9
2.	It is easy to get a hold of someone at the City who can help you	5	4	3	2	1	9
3.	City employees are courteous and professional	5	4	3	2	1	9
4.	City employees have had the proper training	5	4	3	2	1	9
5.	City employees possess the proper knowledge	5	4	3	2	1	9

28. Which of the following best describes the way the tourism industry in Miami Beach affects the quality of life in the City?

- | | |
|---|--|
| ___(1) Adds to the quality of life in the City | ___(3) Detracts from the quality of life in the City |
| ___(2) Neither adds nor detracts from the quality of life in the City | ___(9) Don't know |

29. Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you:

- | | |
|-------------------------------|---------------------------------|
| ___(1) Definitely recommend | ___(4) Definitely not recommend |
| ___(2) Probably recommend | ___(5) Don't know |
| ___(3) Probably not recommend | |

30. What changes would you like to see in Miami Beach that would make the City a better place for you and your family to live, work, play, or visit?

D1. **DEMOGRAPHICS** Are you of Hispanic origin? ____ (1) Yes ____ (2) No

D2. In which country were you born? _____

D3. Which of the following best describes your race?

- | | |
|---|-----------------------|
| ____ (1) African American/Black | ____ (4) White |
| ____ (2) American Indian or Alaska Native | ____ (5) Other: _____ |
| ____ (3) Asian, Hawaiian/Other Pacific Islander | |

D4. In what type of residence do you live?

- | | |
|----------------------------------|-------------------------------|
| ____ (1) Single family home | ____ (3) Multi-family complex |
| ____ (2) Townhome or Condominium | ____ (4) Other _____ |

D5. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

D6. Approximately how many years have you lived in the City of Miami Beach? _____ years

D7. What is your age? _____ years

D8. What is the combined annual income of all members of your household from all sources before taxes?

- | | |
|-------------------------------|---------------------------------|
| ____ (1) Under \$35,000 | ____ (4) \$100,000 to \$149,999 |
| ____ (2) \$35,000 to \$74,999 | ____ (5) \$150,000 or more |
| ____ (3) \$75,000 to \$99,999 | |

D9. What is the primary language spoken in your home?

- ____ (1) Spanish ____ (2) English ____ (3) Other: _____

D10. Do you have children in public school (grades K-12)? ____ (1) Yes ____ (2) No

D10a. IF YES: What level of public school does your child/children attend? (check all that apply)

- ____ (1) Elementary ____ (2) Middle school ____ (3) High school ____ (4) Don't know

D11. Which of the following BEST describes your household?

- | | |
|---|--|
| ____ (1) Single, live alone, single live with roommate or partner | ____ (4) Married no children |
| ____ (2) Single live with domestic partner no children | ____ (5) Married with children |
| ____ (3) Single live with domestic partner and children | ____ (6) Divorced or separated no children |
| | ____ (7) Divorced or separated with children |
| | ____ (8) Prefer not to provide |

D12. On average, how many months per year do you live in Miami Beach? _____ months

D13. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.